

Customer Service Report for SCB

For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	2	0	0	0	0	0	0	0	2	0	4
Edit Account	1	0	0	0	0	0	0	0	1	0	7
Password Reset	4	0	0	0	0	0	0	0	4	0	10
Application Support											
Update/Upgrade	1	0	0	0	0	0	0	0	1	0	34
Email											
General Info	1	0	0	0	0	0	0	0	1	0	5
Helix Pine Mail	1	0	0	0	0	0	0	0	1	0	2
Hardware											
Desktop/Config/Setup	1	0	0	0	0	0	0	0	1	0	8
Helix Support											
Apps/Matlab/Mathemat ica	2	0	0	0	0	2	0	0	0	0	0
Apps/Other	9	0	0	0	0	2	0	0	7	0	4
Info/Biowulf	2	0	0	0	0	1	0	0	1	0	2
Info/General	3	0	0	0	0	1	0	0	2	0	3
Printing	1	0	0	0	0	0	0	0	1	0	3
Sequence Analysis/Other	1	0	0	0	0	0	0	0	1	0	5
Grand Total:	29	0	0	0	0	6	0	0	23	0	5

Total Tickets Closed:	23
Total Tickets Assigned/Pending/Checked Out:	6
Total Tickets Created:	29